

Big Sky Libraries

Internet Usage Policy



Adopted [xx] 2015

Big Sky Libraries

Internet Usage Policy

1. INTRODUCTION

Big Sky Libraries is committed to serving the information and recreation needs of its community. Big Sky Libraries strives to provide a welcoming environment, and provides free public access to the internet to support lawful

- Access to information and services
- Access to recreational material
- Avenues for community engagement and participation

1.1 Policy Objectives

The purpose of this policy is to clearly outline customer responsibilities for library patrons in relation to access and use of internet applications at Branch Libraries of the Library Service.

1.2 Scope of Policy

This policy applies at all Branch Libraries of the Library Service.

1.3 Definitions

Branch Libraries include the libraries of the Member Councils including Brewarrina, Lightning Ridge, Moree Community Library, Mungindi and Walgett and each of them is a **Branch Library**.

Deed of Agreement means the agreement forming the Library Service.

Library Service means Big Sky Libraries.

Member Councils are councils that are signatories to the Deed of Agreement.

Regional Library Managers' Group means the group comprising the manager of each Branch Library (or their nominee), the Library Service's Cooperative Library Manager and any other appropriate nominee of a Member Council which may include a councillor(s), the General Manager and the Director of Corporate Services of that Member Council.

1.4 Legislative Context

The Library Service operates under the *Library Act 1939* and the NSW Library Regulation 2010.

2. LIBRARY SERVICE RESPONSIBILITIES

2.1 General

2.1.1 Access to the internet at a Branch Library is free of charge.

2.2 Internet Content

2.2.1 The Library Service is unable to control or monitor the content of the internet, some of which changes quickly and without warning. Internet resources are not subject to the same selection criteria that the Library Service employs for other materials.

2.2.2 The Library Service specifically disclaims any responsibility for the accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose of information obtained on the internet and the Library Service will have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library Service's internet service or use of the Library Service's internet service to undertake any business or personal transactions (including, without limitation, posting of information to social networking sites and financial transactions with credit cards).

2.2.3 The Library Service does not take any responsibility for damage to a customer's equipment (including removable storage devices) or for loss of any work undertaken on computers and saved to removable storage devices or any corruption or malfunction that may occur from use of the Library Service's internet service.

2.2.4 The Library Service is not responsible for inadvertent exposure of children or adults to potentially offensive material accessed by internet users within a Branch Library. The Library Service is not responsible for what a child or adult internet user may locate on the internet. Users are cautioned that ideas, points of view and images can be found on the internet which are controversial, divergent and/or inflammatory; the provision of access does not mean or imply that the Library Service endorses or sanctions the content or point of view of any of the information, images or commentary which may be found on the internet.

2.2.5 It is acknowledged that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

3. LIBRARY CUSTOMER RESPONSIBILITIES

3.1 Adherence to Policy

3.1.1 Users of the internet within Branch Libraries and Library Service staff,

including headquarters' and Branch Library staff, are responsible for abiding by the intent of this policy. The Library Service's Internet Usage Policy will be available to the public via the Library Service's website.

3.1.2 All users of electronic information resources of the Library Service (including the internet) are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided.

3.1.3 Library clients must be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas.

3.2 Internet Content

3.2.1 Members of the public, who utilise internet applications within a Library Branch (whether on public access supplied computers or on a portable internet ready device such as a laptop, ipad or smart phone utilising WIFI) are not permitted to access, view, transmit (including sending messages or posting items), download or print material which is:

- (a) prohibited by law (including copyright), is fraudulent or is part of an unlawful activity;
- (b) slanderous, libelous or defamatory;
- (c) offensive, obscene, pornographic or in bad taste;
- (d) abusive or threatening of violence;
- (e) designed to incite illegal activity;
- (f) harassment based on age, sex, race, disability or other protected status or is engaging in conduct which amounts to cyber bullying; or
- (g) otherwise deemed inappropriate or offensive by Branch Library staff.

This includes a prohibition on sending large amounts of spam or interfering with others' email accounts.

3.2.1 It is acknowledged that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

3.3 Access by Children

- 3.3.1 The Library Service promotes and supports young people's access to information, including electronic information through its internet facilities. Branch Library staff are available to assist young people in the use of the internet, however, staff of the Branch Library do not supervise or monitor children using the internet within the Branch Library so there is a risk that unsupervised children may be subject to cyber bullying.
- 3.3.2 Parents/ guardians are responsible for supervising their child's access to the internet within a Branch Library. Please refer to the Library Service's Children's Policy for further details in relation to access to the internet within a Branch Library by a child.

3.4 Wireless access

Communications over a wireless network are not secure. Information sent from or to a laptop can be captured by anyone else with a wireless device and appropriate software. Customers using wireless access in the library should be aware of the risks.

Where customers are using their own internet enabled devices, appropriate use of those devices and any associated behaviour within the library is governed by the Library Regulation 2010(3)(17).

3.5 Physical Interference

- 3.5.1 Installing, removing or copying software on library computers is prohibited.
- 3.5.2 Customers are not permitted to interfere with, or alter the physical or electronic equipment.

3.6 Enforcement Action

- 3.6.1 The Library Service reserves the right to:
- (a) request payment for use of facilities for services that are not free of charge;
 - (b) refuse access to library computers and internet services to those who have breached this Policy and/or the Library Service's Customer Service Charter and Customer Code of Conduct in accordance with the Library Service's Customer Exclusion Policy; and/or
 - (c) deny responsibility for loss or damage incurred by use of public computers and internet services within a Branch Library.
- 3.6.2 Staff at each Branch Library are permitted to act upon the Library Service's rights as set out in this clause.

3.6.3 In addition to those rights set out in this clause, where a customer is found to be using the internet within a Branch Library for a purpose as set out in **Clause 3.2**, staff at the relevant Branch Library are permitted, in accordance with the Library Service's Customer Exclusion Policy, to:

- (a) direct that customer to leave the Branch Library;
- (b) direct that customer to not re-enter the Branch Library or otherwise access the Library Service for a specified period; and
- (c) report unlawful conduct to the relevant authorities.

5. REVIEW AND AMENDMENT

- 5.1 This policy shall remain in effect until revised and adopted by the Regional Library Managers' Group.
- 5.2 This policy will be reviewed in accordance with the provisions of the *Local Government Act 1993* and, in any event, every three (3) years.
- 5.3 Interpretation of this Policy in relation to operational matters may be made through the Library Service's Cooperative Library Manager.